

Frequently Asked Questions

Who do I talk to in order to find out what you do and how to start?

At Rural Regional Center, simply call our office at (775) 687-5162 and ask for Tom Bethmann, Intake Coordinator. At the time of the call a few simple questions are asked that should take no longer than 5 to 10 minutes. Because Rural Regional Center assists such a large area of Nevada and most calls are long distance, the Intake Coordinator will be glad to return the call to you before discussion begins. The only information that will be needed at the time of this first call will be the name of the person for whom services are requested, the person's birth date, who will receive the application and the address and phone number where the application is to be sent. The Intake Coordinator will also ask for information regarding schools attended, any medical specialists or other information available to assist with obtaining needed records and testing information. After this information is obtained, the Intake Coordinator will send you the application and any necessary Release of Information forms for you to complete and return to us. Please feel free to ask any other questions that you have at this time as well.

What kinds of services are available?

Service Coordination – Once a person is found eligible for services, Rural Regional Center will assign a Service Coordinator to you to assist in developing the supports that you are requesting. As a new person receiving services, your choice of supports may be numerous or possibly unclear. The Service Coordinator will assist you in clarifying the different programs as well as help you develop a plan that incorporates your choice of programs. Service coordination is ongoing, and your Service Coordinator will always be available if and when you request changes.

Family Support – This program provides assistance to families to help them remain intact. This program includes financial assistance for respite care, in-home training, counseling, behavioral consultation, and for those who qualify, financial grants are also available. The level of financial assistance is determined from the results of assessments that are completed with the assistance of your Service Coordinator.

Day Training/Employment Support – This program is designed to help with the area of employment that best meets the needs of the individual. These options can range from a supervised and assisted work place to employment in a community job with support staff assigned as needed.

Residential Support – Within this program, there are several options to choose from. All programs are individually developed to assure as much independence as possible for the person, while also promoting health and safety. These options range from in-home support for people living with family members, to minimal supports on an as-needed basis while the person lives in their own home or apartment, to intensive support settings with supervision on a 24 hour, seven day a week basis. The intensity of supports can change as the person's abilities and needs change.

All services are individually developed utilizing the person's choices and abilities as guidelines. Several programs may be utilized at one time or you may choose to use only Service Coordination.

Can I get those services where I live or do I have to move?

Rural Regional Center makes every attempt to provide services to all areas in rural Nevada. Services like the Residential and Day Training/ Employment Support programs are often provided by private agencies the Rural Regional Center contracts with. There are situations where these provider agencies can not provide services to certain areas either due to lack of qualified staff in an area or the overall cost of developing a program unless there are enough individuals needing the service.

In some more remote areas of rural Nevada, families or people can hire individuals from their community to help them with living or work supports. Your service coordinator can help you explore these options.

A Service Coordinator who represents a particular region participates in the attempt to utilize community supports to help individuals to receive services within their own community. A natural rule of thumb to keep in mind is the larger the community, the greater the availability and choice in services. However, even in small communities most services can be developed with you and RRC working together toward a common goal.

Who qualifies for services and how?

People who have either Mental Retardation and/or a Related Condition are eligible for services from Rural Regional Center. Examples of a Related Condition are Cerebral Palsy, Autism, and Seizure Disorders. Other neurological conditions also can qualify. Additional criteria must be met in order to qualify under a Related Condition. Please talk to the Intake Coordinator regarding any additional questions about Related Conditions.

After we have received the completed application and signed releases, the releases are sent to obtain the necessary records. All records are evaluated to see if the eligibility criteria are met and to see if additional information and/or testing is required. Once all the information is obtained, the case is reviewed and eligibility is determined. If you do not agree with the decision, there is an appeal process available through Medicaid.

How long does it take to open a case and begin to receive services?

The length of time it takes to open a case varies from individual to individual. Once Rural Regional Center receives the completed application and the signed release forms, the amount of time to open the case is determined by how long it takes to get all the required records that assist with determining eligibility. The majority of cases are opened within 30 to 60 days.